

Access to Eligibility  
Support Services for Health, Nutrition, and  
Child Care  
Usage and Eligibility Results Report

**As of September 30, 2013**

# ACCESS Report Summary

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## Am I Eligible<sup>1</sup>

### • Self Assessments

- Started to date: **1,058,111**
- Average started per month: **11,816<sup>2</sup>**
- Completed to date: **989,625**
- Average completed per month: **11,038<sup>2</sup>**

### • Households

- Number of households found potentially eligible for at least one program: **969,929**
- Percentage of households who completed the screener that were found potentially eligible for at least one program: **98%**

### • Am I Eligible at a Glance

- Of the percentage of households found potentially eligible for FoodShare, the average FoodShare value is: **\$200.15**
- On average, it took between **15 to 20** minutes to complete a self assessment

### • Check My Benefits<sup>3</sup>

- Number of MyACCESS accounts created: **848,540 (549,977 unique accounts)**

Source data: ACCESS

1. Cumulative total from August 2004 to present month.

2. Average over the last 3 months.

3. Cumulative total from September 2005 to present month.

# ACCESS Report Summary (cont.)

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## Apply For Benefits<sup>1</sup> (AFB)

### • Applications

- Started to date: **2,113,603**
- Average started per month: **33,599<sup>2</sup>**
- Submitted to date: **1,433,435**
- Average completed per month: **23,487<sup>2</sup>**
- Full applications: **1,395,097**
- Applications with just filing date: **38,338**
- Priority Service Eligible: **32%**

### • Applications by Program

- FoodShare: **1,085,056**
  - Priority Service Eligible: **452,754**
  - Not Priority Service Eligible: **632,302**
- Health Care: **641,203**
- Family Planning Waiver: **319,633**
- Child Care: **2,396**

Source data: ACCESS and CARES

1. Cumulative totals from June 2006 to present.

2. Average over the last 3 months.

3. Cumulative totals from September 2006 to present

## Report My Changes<sup>3</sup> (RMC)

### • Reports

- Started this month: **13,473**
- Submitted this month: **9,468**

## Renew My Benefits

### • Renewals

- FoodShare: **9,244**
- Health Care: **4,266**
- Family Planning Waiver: **1,501**
- Child Care: **983**

## Six Month Report Forms (SMRFs)

### • Submissions

- FoodShare Only: **6,238**
- Child Care Only: **889**
- Both FoodShare and Child Care: **7,127**

# ACCESS Report Summary (cont.)

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## ACCESS Usage Statistics

- **Login**

- Total number of times users logged in to ACCESS: **222,616**
  - Percentage of ACCESS logins in Spanish: **0.35%**
- Total number of times users logged in to CMB: **200,544**
  - Total number of distinct users who logged in to CMB: **76,292**
  - Total number of repetitive CMB logins by users: **124,252**

- **Expired Applications**

- Total applications that expired this month: **7,625**
  - Percentage of expired applications that were Spanish applications: **1.10%**

- **Spanish**

- Households who completed AFB application in Spanish: **2.53%**
- Households who completed the change report in Spanish: **0.38%**
- Households who completed Screener in Spanish: **0.16%**

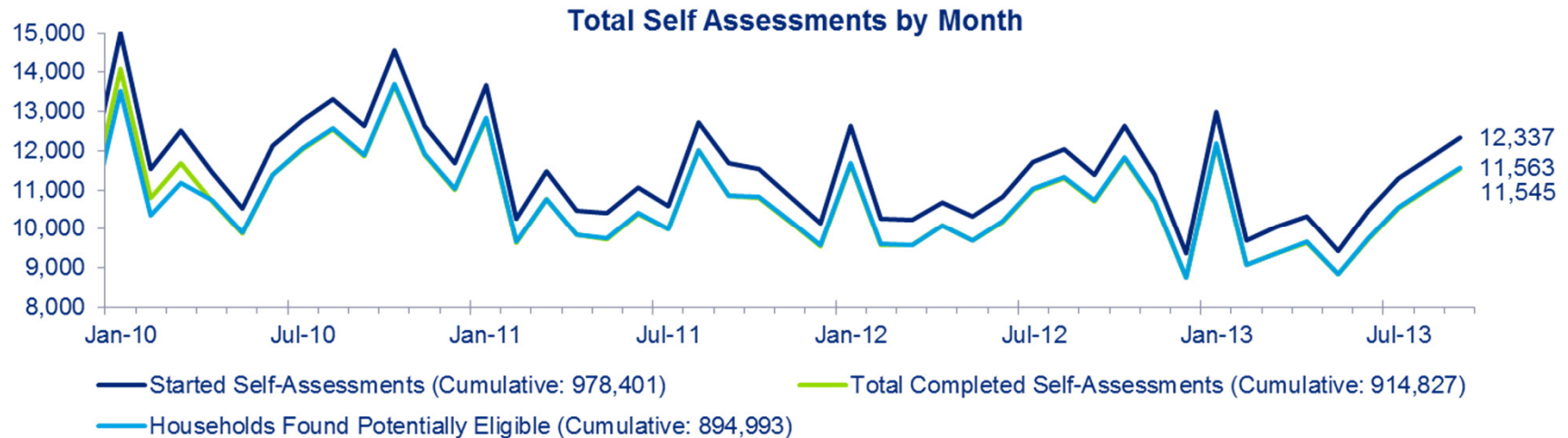
Source Data: ACCESS and CARES

1. Due to recent system changes, this number is currently unavailable.

# Am I Eligible? (AIE)

Usage and Eligibility Results Report  
As of September 30, 2013

# AIE Self Assessment Statistics



Average self assessments started per month: **11,816**

Average self assessments completed per month: **11,038**

**Notes:**

August 2004 through November 2004 totals include the Family Medicaid and FoodShare Programs only.

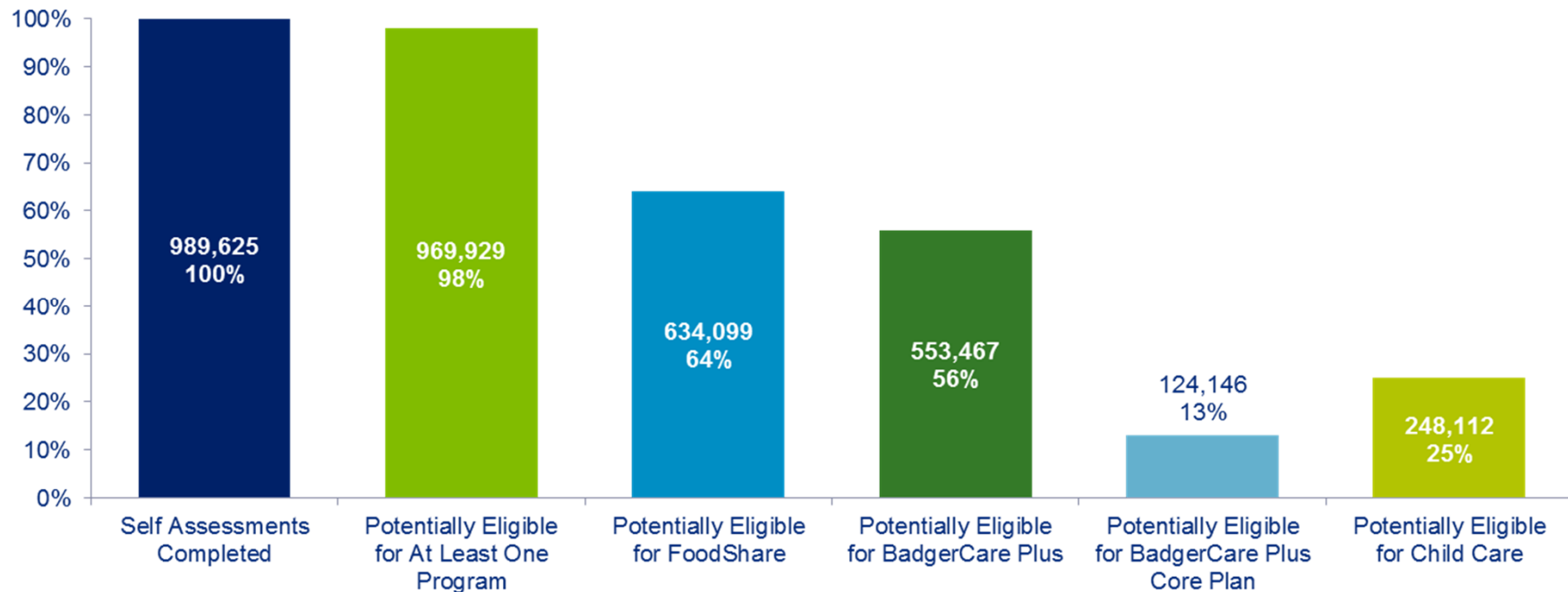
Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

Beginning in late January 2007, totals include the addition of WHEAP (Wisconsin Home Energy Assistance Program.)

As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus, Family Planning Waiver changed to Family Planning Waiver and EBD Medicaid changed to Medicaid.

Beginning January 23, 2010, totals include the addition of Child Care.

# Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$200.15**

Source data: ACCESS.

Notes:

The numbers include eligibility for BadgerCare Plus as of January 12, 2008.

See next slide for detailed eligibility breakdown.

Prior to January 11, 2008, the numbers included eligibility for Family Medicaid and BadgerCare.

The numbers include eligibility for BadgerCare Plus Core Plan as of June 13, 2009.

The numbers include potential eligibility for Child Care as of Jan. 23, 2010.

# Potential Eligibility in AIE

	Date Available	August 2013	September 2013	Total to date
FoodShare	08/2004	64%	63%	64%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	54%	52%	56%
BadgerCare Plus Core Plan	06/2009	18%	21%	13%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	12%	11%	10%
Family Planning Waiver	12/2004	94%	95%	71%
Medicare Premium Assistance Program	12/2004	4%	4%	3%
Long Term Care	12/2004	1%	1%	1%
SeniorCare	08/2004	7%	7%	7%
Child Care	01/2010	51%	49%	25%
Women, Infant and Children (WIC)	12/2004	21%	20%	24%
School Meals/Summer Food Service	12/2004	53%	51%	56%
The Emergency Food Assistance Program (TEFAP)	12/2004	65%	65%	66%
Medicare Part D	07/2005	11%	11%	10%
Tax Credits	12/2004	66%	66%	68%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	74%	74%	60%
Life Insurance	01/2010	99%	99%	48%



# AIE Usage by County/Tribe

County/Tribe	Count
Adams	4,195
Ashland	4,111
Barron	8,825
Bayfield	2,707
Brown	41,394
Buffalo	2,145
Burnett	2,372
Calumet	5,854
Chippewa	12,228
Clark	4,514
Columbia	9,799
Crawford	2,816
Dane	91,984
Dodge	14,416
Door	3,722
Douglas	8,063
Dunn	9,368
Eau Claire	21,581
Florence	750
Fond du Lac	15,600
Forest	1,812

County/Tribe	Count
Grant	8,285
Green	6,745
Green Lake	2,674
Iowa	3,516
Iron	1,198
Jackson	3,307
Jefferson	13,537
Juneau	6,491
Kenosha	33,803
Kewaunee	2,248
La Crosse	21,544
Lac Courte Oreilles	0
Lafayette	2,416
Langlade	2,884
Lincoln	4,577
Manitowoc	10,934
Marathon	22,359
Marinette	7,947
Marquette	2,765
Menominee	839
Milwaukee	177,327

Source data: ACCESS.

## AIE Usage by County/Tribe (cont.)

County/Tribe	Count
Monroe	9,136
Oconto	10,163
Oneida	7,522
Outagamie	31,330
Ozaukee	10,323
Pepin	1,186
Pierce	6,001
Polk	8,193
Portage	12,845
Price	2,318
Racine	32,316
Richland	3,286
Rock	37,706
Rusk	2,865
Sauk	11,807
Sawyer	2,628

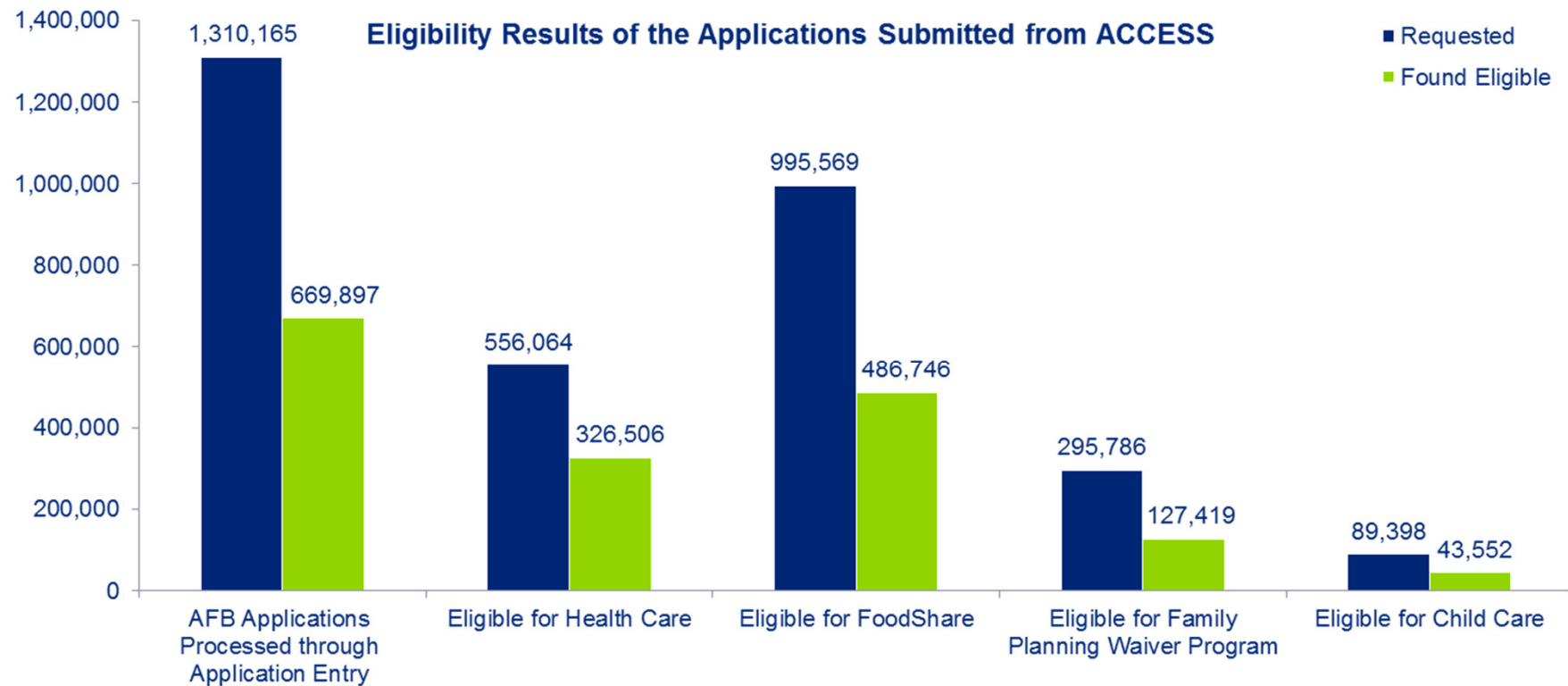
County/Tribe	Count
Shawano	6,957
Sheboygan	18,531
St. Croix	14,899
Taylor	2,660
Trempealeau	4,243
Vernon	4,651
Vilas	3,748
Walworth	18,546
Washburn	2,986
Washington	17,761
Waukesha	47,782
Waupaca	8,182
Waushara	3,915
Winnebago	27,880
Wood	14,886
Unknown	67,207

Source data: ACCESS.

# Apply for Benefits (AFB)

Usage and Eligibility Results Report  
As of September 30, 2013

# CARES/AFB Eligibility Results



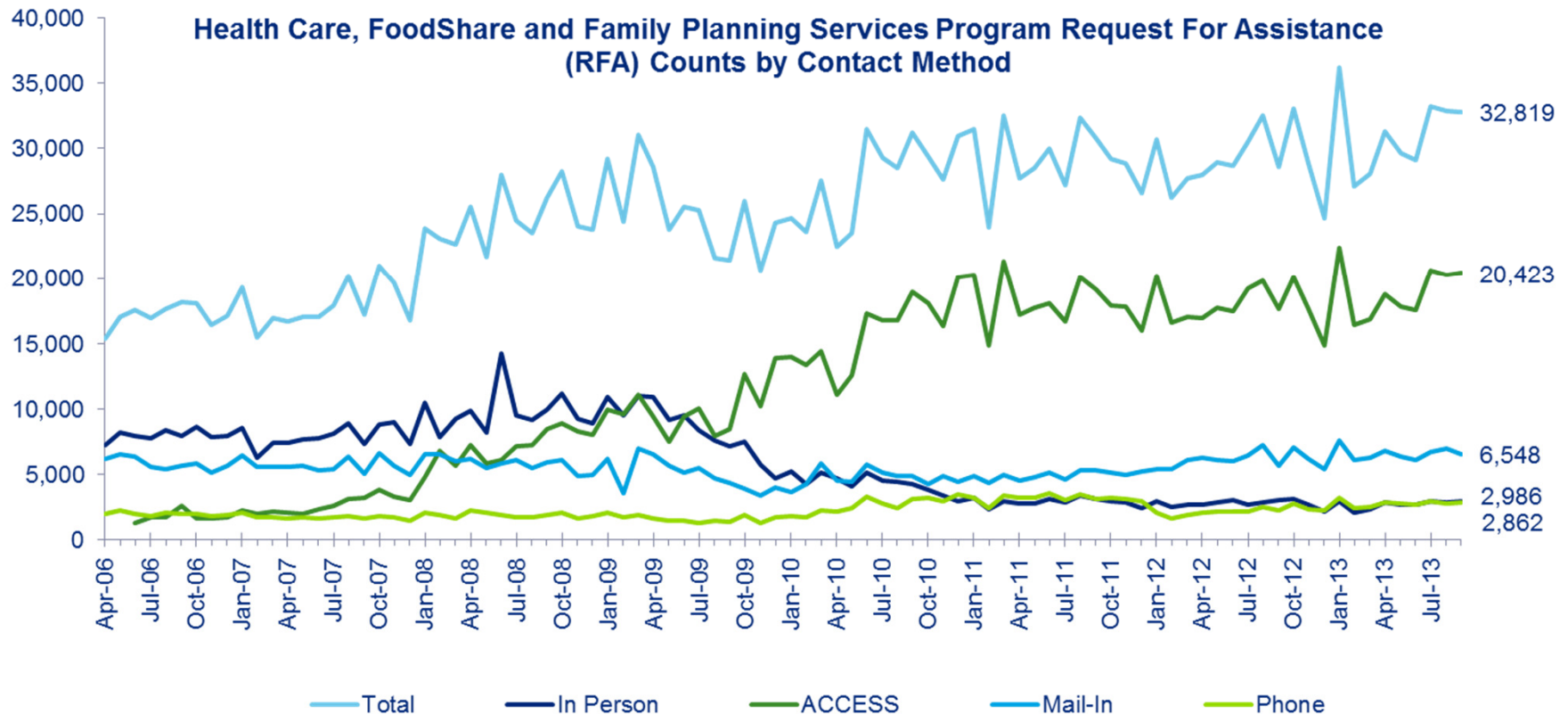
Source data: CARES.

Notes:

"AFB Applications Processed through Application Entry" indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

The Health Care bars include the following programs: BadgerCare Plus, Badger Care Plus Core Plan, Medicaid.

# CARES RFA Information



Source data: CARES.

# AFB Summary Information

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- **Application Statistics**

- Started to date: **2,113,603**
- Average started per month: **33,599<sup>1</sup>**
- Submitted to date: **1,433,435**
- Average completed per month: **23,487**
- Full applications: **1,395,097**
- Applications with just filing date: **38,338**
- Priority Service Eligible: **32%**
- Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **2,220**

- **Applications Submitted by Program**

- FoodShare: **1,085,056**
  - Priority Service Eligible: **452,754**
  - Not Priority Service Eligible: **632,302**
- Health Care: **641,203**
- Family Planning Waiver: **319,633**
- Child Care: **2,396**

1. Average over the last 3 months.

## **AFB Summary Information (cont.)**

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- **Help With Applications:**

- Applied at Community Access Point: **7.03%**
- Applied with the help of a friend or family member: **0.41%**
- Applied with the help of a staff person or volunteer at an agency: **0.64%**
- Authorized representative applied: **0.56%**
- Legal Guardian applied: **0.18%**
- Power of Attorney applied: **0.08%**

- **FoodShare Benefit Amount**

- Of those eligible for FoodShare, the average FoodShare value is: **\$227.85**

- **Answers to the FoodShare Interview Question**

- Number of applications that requested a phone interview: **249,230**
- Number of applications that requested an in person interview: **461,812**
- Number of applications that did not answer: **407,059**

## AFB Summary Information (cont.)

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- **Hardship Reasons**

- I am elderly, blind or disabled: **2.97%**
- I work during regular business hours: **10.57%**
- I have limited transportation or difficulty getting to the office: **13.38%**
- I have school or training during regular business hours: **3.59%**
- I am caring for another person in my household: **1.50%**
- I do not have child care: **5.27%**
- I am not comfortable going to the local agency: **3.04%**
- I am ill and unable to go to the local agency: **0.83%**
- There is severe weather in my area: **0.21%**
- Other: **2.99%**

- **BadgerCare Plus Core Plan Applications**

- Total Submitted Core Plan Applications: **18**
  - Submitted through Enrollment Services Center: **0**
  - Submitted through ACCESS: **18**
    - Submitted through Community Access Point: **1**

- **CWW Application Services tool Applications**

- Total AFB applications submitted through the CWW Application Services tool: **0**



# ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
Adams	2,707
Ashland	2,534
Bad River	238
Barron	8,319
Bayfield	1,642
Brown	40,232
Buffalo	1,139
Burnett	1,876
Calumet	4,943
Chippewa	8,150
Clark	3,104
Columbia	8,197
Crawford	2,188
Dane	84,110
Dodge	12,617
Door	1,643
Douglas	5,659
Dunn	7,963
Eau Claire	14,712
Enrollment Services Center	363,487

County/Tribe	# of Submitted Applications
Florence	596
Fond du Lac	15,402
Forest	696
Grant	5,759
Green	4,558
Green Lake	1,920
Ho-Chunk Nation	2
Iowa	2,134
Iron	471
Jackson	1,677
Jefferson	9,891
Juneau	4,670
Kenosha	37,847
Kewaunee	1,493
La Crosse	27,547
Lac Courte Oreilles	0
Lac du Flambeau	63
Lafayette	268
Langlade	1,568
Lincoln	2,152

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

County/Tribe	# of Submitted Applications
Manitowoc	3,346
Marathon	9,556
Marinette	20,366
Marquette	6,498
Menominee	2,398
Menominee Tribe	769
Miles	277,472
Milwaukee	85,982
Monroe	5,558
Oconto	5,228
Oneida	6,001
Oneida Nation	484
Outagamie	24,280
Ozaukee	7,912
Pepin	581
Pierce	9,637
Polk	7,993
Portage	10,841
Potawatomi	22
Price	816

County/Tribe	# of Submitted Applications
Racine	37,130
Red Cliff	104
Richland	1,797
Rock	33,065
Rusk	2,326
Sauk	9,724
Sawyer	1,730
Shawano	5,861
Sheboygan	16,656
Sokaogon	93
St. Croix	14,277
St. Croix Tribe	5
State	2
Stockbridge-Munsee	132
Taylor	2,624
Trempealeau	3,213
Vernon	2,182
Vilas	2,284
Walworth	17,725
Washburn	1,936

Source data: ACCESS

## ACCESS AFB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Applications
Washington	13,445
Waukesha	39,340
Waupaca	7,372
Waushara	2,688
Winnebago	24,400
Wisconsin	1
Wood	13,408
<b>Total (Submitted to date)</b>	<b>1,433,434</b>

Source data: ACCESS

# Check My Benefits (CMB) and Report My Changes (RMC)

Usage and Eligibility Results Report  
As of September 30, 2013

# MyACCESS Account Breakdown by County/Tribe (CMB/RMC)

County/Tribe	Count
Adams County	1,719
Ashland County	586
Badriver Tribe	152
Barron County	3,964
Bayfield County	335
Brown County	18,087
Buffalo County	240
Burnett County	1,267
Calumet County	2,206
Chippewa County	5,339
Clark County	615
Columbia County	3,973
Crawford County	1,276
Dane County	30,797
Dodge County	5,444
Door County	1,710
Douglas County	3,837
Dunn County	3,772
Eau Claire County	8,727
Enrollment Services Center	24,845
Florence County	171

County/Tribe	Count
Fond du Lac County	7,704
Forest County	272
Grant County	3,205
Green County	2,139
Green Lake County	1,233
Iowa County	1,360
Iron County	197
Jackson County	374
Jefferson County	5,468
Juneau County	2,276
Kenosha County	18,176
Kewaunee County	1,031
La Crosse County	19,448
Lac Courte Oreilles Tribe	30
Lac du Flambeau	317
Lafayette County	935
Langlade County	1,876
Lincoln County	858
Manitowoc County	4,780
Marathon County	9,581
Marinette County	3,561

Source data: ACCESS

# MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

County/Tribe	Count
Marquette County	1,156
Menominee County	590
Menominee Tribe	0
Miles	145,143
Milwaukee County	32,104
Monroe County	877
Oconto County	2,709
Oneida County	3,130
Oneida Tribal Council	642
Outagamie County	10,381
Ozaukee County	3,930
Pepin County	145
Pierce County	2,313
Polk County	3,494
Portage County	4,981
Potawatomi	10
Price County	302
Racine County	18,870
Redcliff Tribe	137
Richland County	1,244

County/Tribe	Count
Rock County	15,529
Rusk County	466
Sauk County	4,751
Sawyer County	525
Shawano County	3,035
Sheboygan County	7,959
Sokaogon Tribe	66
St. Croix County	5,093
Stockbridge-Munsee Tribe	102
Taylor County	414
Trempealeau County	521
Vernon County	477
Vilas County	362
Walworth County	8,213
Washburn County	1,436
Washington County	7,400
Waukesha County	18,256
Waupaca County	4,229
Waushara County	1,597
Winnebago County	11,465

Source data: ACCESS

## MyACCESS Account Breakdown by County/Tribe (CMB/RMC) (cont.)

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County/Tribe	Count
Wisconsin (State level agency — CAPO)	1,953
Wood County	20,087
<b>Total</b>	<b>549,977</b>

Source data: ACCESS

# Types of Changes Reported to Date Cumulative

Change Type	Count
Change in address and/or phone number	130,626
Someone moved into household (person add)	35,368
Someone moved out of household	33,942
Someone died	713
Someone got married	5,965
Someone got divorced	596
Someone became pregnant	15,541
Someone's pregnancy ended	8,043
Someone became disabled	5,276
Someone started a type of job or employment	64,482
Someone changed a type of job or employment	36,569
Someone ended a type of job or employment	84,415

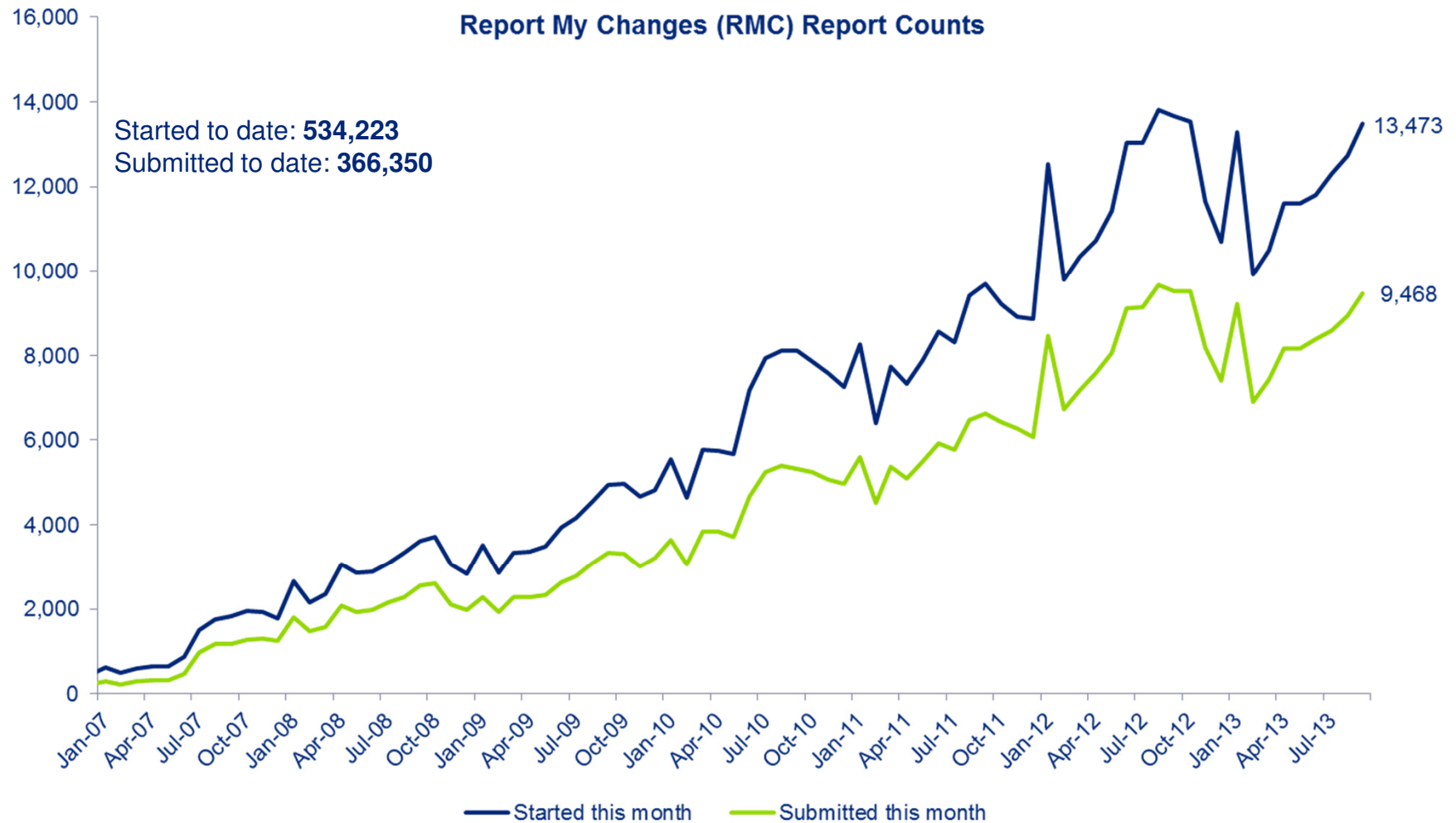
Change Type	Count
Someone started a type of unearned income	13,033
Someone changed a type of unearned income	19,462
Someone ended a type of unearned income	30,285
Someone added a new type of utility	102,985
Someone stopped paying a type of utility	12,729
Someone added a housing expense	34,585
Someone changed a housing expense	50,738
Someone ended a housing expense	10,260

1. These values are life-to-date counts

2. A single change report with multiple changes will be counted for each type of change in the table.



# RMC Summary Information



# RMC Usage by County/Tribe

County/Tribe	Count
Adams County	1,377
Ashland County	312
Badriver Tribe	25
Barron County	2,132
Bayfield County	140
Brown County	14,137
Buffalo County	171
Burnett County	607
Calumet County	1,257
Chippewa County	3,438
Clark County	703
Columbia County	2,640
Crawford County	815
Dane County	23,385
Dodge County	4,036
Door County	662
Douglas County	1,726
Dunn County	2,222
Eau Claire County	4,565
Enrollment Services Center	23,775

County/Tribe	Count
Florence County	45
Fond du Lac County	5,258
Forest County	130
Grant County	1,475
Green County	1,139
Green Lake County	518
Iowa County	721
Iron County	70
Jackson County	274
Jefferson County	2,775
Juneau County	1,575
Kenosha County	11,187
Kewaunee County	450
Lac du Flambeau Tribe	8,767
La Crosse County	1
Lac Courte Oreilles Tribe	0
Lafayette County	388
Langlade County	760
Lincoln County	527
Manitowoc County	2,753

1. These values are life-to-date counts.  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

County/Tribe	Count
Marathon County	6,242
Marinette County	1,722
Marquette County	626
Menominee County	202
Menominee Tribe	0
Miles	93,695
Milwaukee County	28,839
Monroe County	1,493
Oconto County	1,910
Oneida County	1,439
Oneida Tribal Council	262
Outagamie County	9,216
Ozaukee County	2,616
Pepin County	110
Pierce County	1,296
Polk County	1,782
Portage County	2,748
Potawatomi	0
Price County	118
Racine County	12,327

County/Tribe	Count
Red Cliff Tribe	38
Richland County	708
Rock County	11,143
Rusk County	216
Sauk County	3,884
Sawyer County	320
Shawano County	1,953
Sheboygan County	4,949
Sokaogon Tribe	13
St.Croix County	3,744
State Level Agency — CAPO	0
Stockbridge-Munsee Tribe	27
Taylor County	142
Trempealeau County	510
Vernon County	475
Vilas County	253
Walworth County	7,248
Washburn County	789
Washington County	4,062
Waukesha County	10,604

1. These values are life-to-date counts  
Source data: ACCESS

## RMC Usage by County/Tribe (cont.)

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County/Tribe	Count
Waupaca County	2,826
Waushara County	825
Winnebago County	7,471
Wood County	10,266
Wisconsin	7
Manually Processed	228
<b>Total</b>	<b>366,351</b>

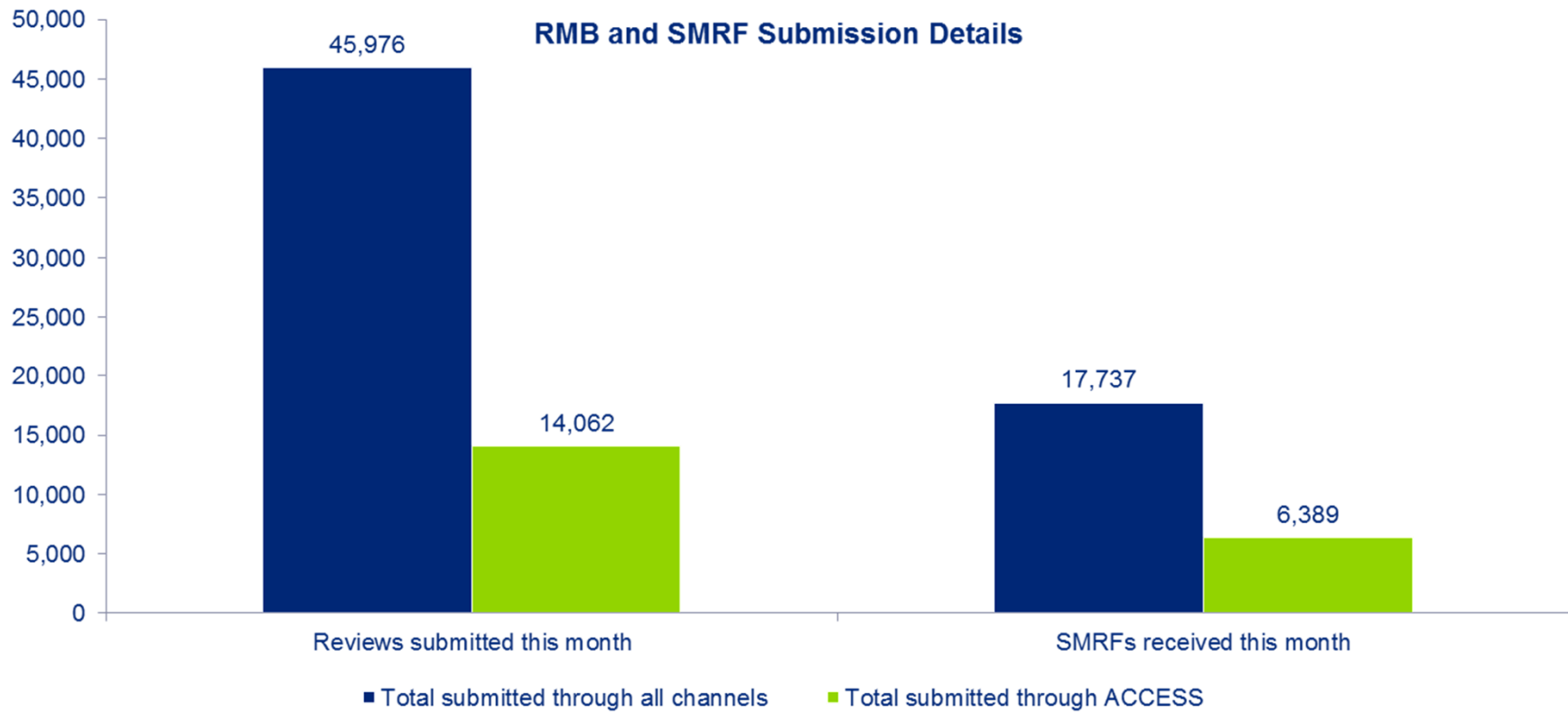
1. These values are life-to-date counts  
Source data: ACCESS

# Renew My Benefits (RMB)

Usage and Eligibility Results Report  
As of September 30, 2013

# RMB Usage

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# RMB/SMRF Summary Information

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- **Renewal Statistics**

- Submitted to date: **548,923**
- Average completed per month: **12,476<sup>1</sup>**

- **Renewals Submitted by Program**

- FoodShare: **9,244**
- Health Care: **4,266**
- Family Planning Waiver: **1,501**
- Child Care: **983**

- **SMRF Statistics**

- Submitted to date: **175,096**
- Average completed per month: **6,946<sup>1</sup>**

- **SMRFs Submitted by Program**

- FoodShare Only: **5,500**
- Child Care Only: **151**
- Both FoodShare and Child Care: **738**

1. Average over the last 3 months.

# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Adams County	1,060	507
Ashland County	571	133
Badriver Tribe	65	27
Barron County	2,894	1,091
Bayfield County	392	36
Brown County	11,562	5,046
Buffalo County	245	40
Burnett County	1,072	385
Calumet County	1,848	502
Chippewa County	6,066	1,454
Clark County	1,189	131
Columbia County	3,686	1,172
Crawford County	988	274
Dane County	22,765	9,582
Dodge County	3,669	1,584
Door County	1,271	455
Douglas County	3,329	1,217
Dunn County	3,180	1,013
Eau Claire County	8,032	2,446
Enrollment Services Center	50,259	8,303

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Florence County	100	15
Fond du Lac County	7,936	2,158
Forest County	258	80
Grant County	2,964	717
Green County	1,827	636
Green Lake	793	299
Iowa County	1,291	379
Iron County	219	35
Jackson County	401	53
Jefferson County	5,861	1,523
Juneau County	1,937	707
Kenosha County	14,692	5,861
Kewaunee County	802	306
La Crosse County	16,701	5,078
Lac Courte Oreilles Tribe	1	0
Lac du Flambeau Tribe	194	79
Lafayette County	789	227
Langlade County	1,598	455
Lincoln County	1,005	165
Manitowoc County	3,394	1,325

1. These values are life-to-date counts.  
Source data: ACCESS.



# ACCESS RMB Usage by County/Tribe

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Manually Processed	53	17
Marathon County	7,338	2,693
Marinette County	2,342	893
Marquette County	860	359
Menominee County	412	168
Menominee Tribe	0	0
Miles	176,973	55,113
Milwaukee County	30,314	13,577
Monroe County	1,474	221
Oconto County	1,984	721
Oneida County	2,644	717
Oneida Nation	255	147
Outagamie County	6,273	2,708
Ozaukee County	4,086	1,054
Pepin County	147	24
Pierce County	1,748	535
Polk County	2,810	896
Portage County	4,416	1,307
Potawatomi	6	1
Price County	282	39

County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Racine County	11,874	6,090
Red Cliff Tribe	66	34
Richland County	797	348
Rock County	13,806	4,835
Rusk County	392	61
Sauk County	4,409	1,521
Sawyer County	589	143
Shawano County	2,355	829
Sheboygan County	6,633	2,538
Sokaogon Tribe	24	9
St. Croix County	4,241	1,259
Stockbridge-Munsee Tribe	37	14
Taylor County	425	57
Trempealeau County	905	96
Vernon County	807	104
Vilas County	541	59
Walworth County	9,035	2,932
Washburn County	1,285	467
Washington County	7,662	1,975
Waukesha County	19,347	4,487

1. These values are life-to-date counts.  
Source data: ACCESS.

## ACCESS RMB Usage by County/Tribe (cont.)

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County/Tribe	# of Submitted Renewals	# of Submitted SMRFs
Waupaca County	3,995	934
Waushara County	1,077	405
Winnebago County	8,360	3,385
Wisconsin (state level agency — CAPO)	0	0
Wood County	18,948	5,829
Total (submitted to date)	548,933	175,097

1. These values are life-to-date counts  
Source data: ACCESS